

Sample Call Center Script: Customer Satisfaction Survey

Andrew

Hello?

Samantha

Hi, may I please speak with Andrew Arnold?

Andrew

May I ask who's calling?

Samantha

This is Samantha from Einstein Hospital. I am calling to speak with him about his recent stay with us.

Andrew

This is Andrew.

Samantha

Hi. This is Samantha. I'm from Einstein, as I said. We are currently conducting a survey to obtain patient reviews on their recent visits. The survey will help us improve our services as well as our facilities and equipment. We're obtaining information from as many former patients as possible. And although participation in this survey is not mandatory, it will be help to hear a former patient's opinions so that we can better our services and facility for the future. We greatly value our patients, and want to create the best experience for them when visiting our hospital. The survey will only take about ten minutes, and your participation will be greatly appreciated.

Andrew

Alright, I'll do it.

Samantha

Great. Okay. According to our records, you have stayed at Einstein Hospital within the past year, is that correct?

Andrew

Yes.

Samantha

And how long was your stay at Einstein?

Andrew

Three nights.

Samantha

Okay. And your gender?

Andrew

Male.

Samantha

And how old were you at the time of your visit.

Andrew

Twenty-eight.

Samantha

Okay. And which area do you live in?

Andrew

I'd rather not give that information.

Samantha

Okay, no problem. How many times in the past year have you checked into Einstein Hospital?

Andrew

Just once.

Samantha

And what was the reason for your hospital visit?

Andrew

I had surgery on my shoulder.

Samantha

Okay. And how long did you have to wait to see a nurse when you first arrived?

Andrew

Hm. It took a little while. I'd say about thirty minutes.

Samantha

Okay. And during your stay, how often did you feel that you were in good hands with the nurses and doctors: all of the time, most of the time, some of the time, or never?

Andrew

I'd say most of the time.

Samantha

Okay. And do you believe that Einstein Hospital has modern equipment and facilities?

Andrew

Eh, I'm not sure. I've never really been anywhere else.

Samantha

Did you have any problems or complaints that you would like to report about your visit?

Andrew

No.

Samantha

Okay. And have you had any problems with the care you received at Einstein Hospital after checking out?

Andrew

No. Not really.

Samantha

Okay. And since checking out, have you contacted Einstein for any reason?

Andrew

No I have not.

Samantha

Alright. And how often did the nurses and doctors care for you appropriately, and were available to provide you with assistance when it was needed during your stay?

Andrew

Pretty much all the time.

Samantha

Okay. And for the following questions, please respond with one of the following: excellent, good, average, below average, poor.

Andrew

Okay.

Samantha

How well did the hospital staff explain your illness, as well as the appropriate medications and procedures?

Andrew

I really don't remember that too well.

Samantha

Would you say average, then?

Andrew

Yeah, I'd say average.

Samantha

Okay. How would you rate the knowledge and skills of the nurses and doctors?

Andrew

Good.

Samantha

Okay. How would you rate the environment of the facility?

Andrew

Excellent.

Samantha

And how would you rate the cleanliness of the hospital?

Andrew

Excellent.

Samantha

How would you rate the friendliness of the hospital's employees?

Andrew

Average, I'd say.

Samantha

Okay. And on a scale of one to ten, ten being the best and one being the worst, how would you rate your overall experience at Einstein Hospital?

Andrew

I'd say a nine.

Samantha

Great. And would you recommend Einstein Hospital for friends or family, if needed?

Andrew

Yeah, sure. Absolutely.

Samantha

Okay. And what did you like the least about Einstein Hospital.

Andrew

The least? Well some of the nurses were very nice, but there were a lot of the employees that weren't quite as friendly or helpful.

Samantha

Oh, okay. These are all of the questions I have for you. Thank you so much for your time and have a good day.

Andrew

Alright, thank you very much.

Samantha

Goodbye.

Andrew

Goodbye.

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